

## Welcome to the Emergency Department at North Devon District Hospital

Tel: 01271 322480

### Other formats

If you need this information in another format such as audio tape or computer disk, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.

We hope this leaflet will help to explain some parts of your visit to the Emergency Department.

### What will happen

#### 1. You will first see the Triage Nurse at the Front Desk.

You will be given the opportunity to explain what has happened to you and why you have come to us for attention. The nurse may carry out some first aid or give some simple advice. The nurse may direct you to another more appropriate health care provider such as your GP, out of hours GP or a dentist. Sometimes the triage nurse may be able to give all the treatment that you need at triage but usually you will still need to wait to see a Doctor or Nurse practitioner.

2. The Triage Nurse will assess your problem and you will be given a priority category. This determines how urgently you will be seen. You will be told which category you have been allocated. There are five categories as defined in the National Triage Scale. They range from 1 (most urgent) to 5 (least urgent) as follows:

#### **Category 1 (RED) – Immediate resuscitation**

Patients in this category are in need of immediate treatment for preservation of life.

Target time to be seen: immediately

#### **Category 2 (Orange) - Very urgent**

This includes patients who are seriously ill or injured.

Target time to be seen: 10 minutes

### **Category 3 (Yellow) - Urgent**

This includes patients with serious problems, but who are in a stable condition.

Target time to be seen: 60 minutes

### **Category 4 (Green) - Standard**

This includes patients who are not in immediate danger or severe stress.

Target time to be seen: 120 minutes

### **Category 5 (Blue) - Non-urgent**

This is for patients whose conditions are not true accidents or emergencies. These conditions should normally be treated by other healthcare professionals such as your GP, dentist, Family Planning Clinic.

Target time to be seen: 240 minutes.

We always try to see all patients within their target time, but if the department is very busy or there are a high number of seriously ill or injured patients it is not always possible.

3. **The nurse will tell you the likely waiting time to see a doctor or nurse practitioner.**
4. **You will then be asked to take a seat in the waiting area and to wait for your name to be called.**

From time to time, those waiting will be checked to see whether there needs to be any change in priority. If you are worried or feel you should be reassessed, or you are in pain or feel unwell please let the triage Nurse or receptionist know.

There is a separate waiting area for children.

You should generally not have anything to eat or drink until after you have been seen by the doctor or Nurse practitioner. You can discuss this with the triage nurse if necessary.

## **Order of patients being seen**

**You may notice patients who arrived after you being called before you. This may be because:**

- They have been allocated a higher priority
- They can be seen by a different health care professional in the ED
- Their General Practitioner has sent them direct to a Specialist Team.

## **Although the department seems quiet ...**

Please remember some emergency patients arrive by helicopter or ambulance. They may be receiving lifesaving or urgent treatment from staff.

If you do not understand what is happening to you, please do not hesitate to ask.

### **PALS**

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or e-mail [ndht.pals@nhs.net](mailto:ndht.pals@nhs.net). You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

## **Have your say**

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at [www.careopinion.org.uk](http://www.careopinion.org.uk).

Northern Devon Healthcare NHS Trust  
Raleigh Park, Barnstaple  
Devon EX31 4JB  
Tel. 01271 322577  
[www.northdevonhealth.nhs.uk](http://www.northdevonhealth.nhs.uk)

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Tel: 01271 313970 / email: [ndht.contactus@nhs.net](mailto:ndht.contactus@nhs.net)